



# Round House Café Customer Feedback

**Questions, Comments, Kudos & Klouts April 2015**

**Summer of last year, you offered Pita wraps, pita chips and hummus. They were delicious but I've never seen them again. Please offer again soon.** ☺ Glad you liked them. Hummus cups with Pita chips are back in the Grab and Go coolers. Stay tuned for Pita wraps. Thanks for the feedback.

**At 11:35 today you were already out of Chicken Noodle Soup. I didn't want any of the others.** The second batch of Chicken Noodle was put out shortly after you sent your email. We dipped a bowl and delivered to you. Thanks for letting us know – we were just a few minutes behind on the refill.

**Please visit Top Golf and figure out how they make their BBQ Asian Chicken Wings. They are delicious.** Thanks for the suggestion – we have a field trip scheduled this week to investigate. Stay tuned and we'll see what we can do.

**Every day at both breakfast and lunch it seems like customers take the bottled "spice" sauces to their tables to season their foods – and then never return the bottles to the condiment station where they took them from. Sure would be nice if people would "put back" things they moved so that others could use them without having to scavenger hunt the Café looking for stuff.** Thanks for the feedback and you are right. The cashiers sweep the Café after breakfast and lunch and return the bottles to the condiment station. So a gentle, friendly reminder to all: Please clean up after yourself and return "borrowed" bottles to their proper place. ☺

**Ernesto is AWESOME! Back a couple of months ago, you were out of the banana pudding cups. I just asked if there happened to be any in the back. Ernesto went to check and came back with the tools to make me a fresh banana pudding cup. What service! So kind of him to go that extra mile. Of course, I have never had a bad experience in the café but this just stood out. And even though it was months ago, I wanted to express my appreciation. Thank you!** We appreciate your kind words and passed them on to Chef Ernesto. He has been with the Café since it opened six years ago and always gives excellent customer service. ☺

**What are the Café hours of operation? Don't want to miss "sloppy joe" day!** Glad you like the sloppy joes! Café hours are [found at this link](#) and also on the [Round House website](#) and in the Café daily email sent every morning about 5:30 am

**Like the addition of the "deep fried" appetizer option every day. But I came in for the deep fried zucchini as advertised and the grill folks said you didn't have any.** Indeed, the zucchini sold out that day; but we had more later in the week and offered you mushrooms or cheese sticks instead. The deep fried appetizer option at the grill has proven to be quite popular. Thanks for the feedback.

**Please delete me from the daily Café email list. Nothing wrong, just changed shifts. Thanks in advance.** Absolutely. Periodically, shifts change, job sites change, or maybe you're just getting too many emails and don't make it to the Café as much as you'd like. Whatever the reason, we are happy to accommodate requests to be removed from the Café email list. [Just let Paul know via email](#) and he'll take care of it, usually by the next business day.

**I needed balloons for a Happy Birthday at the last minute and you guys were able to provide with no problem. Thank you for the fast customer service.** You are welcome. [Balloon prices are at this link](#) and we have several specialty balloons (such as Happy Birthday) for a variety of occasions.

**Got fruit at the Café this morning and what I thought was honeydew melon was cucumber...also got a scoop full of strawberries, but about half of them were mushy and discolored. Just thought you should know.** Thanks for letting us know about this embarrassing error. A storage bag of diced, peeled and bagged cucumber wedges was mistakenly pulled from the fridge and put on the morning fruit bar instead of the fresh honeydew! And we usually discard any berries that are below normal quality. Our apologies for the errors and we will definitely accept a "do better" slip. Thanks again for your feedback.

**Does the Café offer fat-free salad dressings?** Raspberry vinaigrette salad dressing in the Café is fat free. We also have lite Italian and lite ranch which are both low fat.

**Wow! I can't believe I finally won something! Thank you for having all of the contests and activities in the Café. We are truly blessed with a fun and delicious place to eat.** Congratulations on winning – and thanks for the kind words. We have as much fun running the contests as customers do entering and participating in them.

## **Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)**

- Please offer Stevia as an alternative sugar substitute. (*Thanks. Stay tuned. We'll see what we can do.*)
- It's not St. Patty's day – it's St. Paddy's Day. And we don't drink green beer or eat Corned Beef either – both American things! ☺
- No regular pizza today. It was all wheat dough. Yecch!!! (*We did in fact run out or regular dough one day. Our apologies*)
- My pancake this morning was doughy (*we gave you some free pancakes the next day*)
- THE OUTDOOR BBQ's have been awesome! The Carne and Pollo Asada were very, very good...(and on the same day...)
- ...THANK YOU for the wonderful lunch today!!! Please give Ernesto and his crew a HIGH FIVE for the delicious meal!!!
- Chicken Noodle soup was delicious. Loved the extra pepper and chunks of grilled chicken. Wish I had more than one bowl.
- Please don't use the yellow type face to describe the photos – can't read them on the Blackberry! (*Thanks – no more yellow!*)
- Think I was overcharged for my quesadilla (*we checked your information and you were! You got a free one on your next visit*)
- I tried the Italian Wedding Soup for the first time. It was delicious and I will definitely purchase it again! Kudos!
- Please don't serve the same special two days in a row, like Thai or Korean or whatever. Once a week is plenty...vs...
- ...Keep the hot and spicy foods coming! You could serve the Thai, Korean and spicy foods every day! Keep up the good work!
- Haven't seen the curried chicken and Beef Vindaloo in a while – coming back any time soon? (*Stay tuned...*)
- I noticed you putting chairs out for the basketball games....thanks for all that you do to support other department events...
- ALL: Watch for Bronto Ribs served on Thurs 4/9 for the Café's 6<sup>th</sup> Birthday Bash BBQ! And Ice Cream returns about May 1<sup>st</sup>!

## **To submit your feedback...**

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 6.11; April 1, 2015)

